# Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Region - CY 2008

|   | 1.0          |          | 1.9      | 2.0          |          | 2.9      | 3.0        |          | 3.9      | 4.0      |   | 4.9 | 5.0          |   | 5.9 |
|---|--------------|----------|----------|--------------|----------|----------|------------|----------|----------|----------|---|-----|--------------|---|-----|
| Activity  | +            | Α        | -        | +            | В        | -        | +          | С        | -        | +        | D | -   | +            | F | -   |
| <b>Group - 1 Roadway Maintenance and Operations</b> |              |          |          |              |          |          |            |          |          |          |   |     |              |   |     |
| 1A1 Pavement Patching, Repair & Crack Sealing       |              |          |          |              | •        |          |            | <b>\</b> |          |          |   |     |              |   |     |
| 1A3 Shoulder Maintenance                            |              | <b>\</b> |          |              |          | 0        |            |          |          |          |   |     |              |   |     |
| 1A4 Sweeping and Cleaning                           | $\checkmark$ |          |          | •            |          |          |            |          |          |          |   |     |              |   |     |
| 1B1 Safety Patrol                                   |              |          |          |              |          |          | •          |          | ✓        |          |   |     |              |   |     |
| Group - 2 Drainage Maintenance and Slope Repair     | ir           | -        | -        |              | ='       | -        |            |          | -        | -        | - | -   | •            |   | -   |
| 2A1 Maintain Ditches                                |              |          |          | <b>✓</b>     | •        |          |            |          |          |          |   |     |              |   |     |
| 2A2 Maintain Culverts                               |              |          |          |              |          |          |            | •        |          |          |   |     | $\checkmark$ |   |     |
| 2A3 Maintain Catch Basins and Inlets                |              |          |          |              | •        |          |            | <b>√</b> |          |          |   |     |              |   |     |
| 2A5 Slope Repair                                    |              | <b>✓</b> |          |              | •        |          |            |          |          |          |   |     |              |   |     |
| Group - 3 Roadside and Vegetation Management        | <u>-</u>     |          | -        |              |          |          |            |          | _        | -        | - | -   |              |   |     |
| 3A1 Litter Pickup                                   |              |          |          |              |          |          |            |          | •        | <b>√</b> |   |     |              |   |     |
| 3A2 Noxious Weed Control                            |              | <b>√</b> |          |              | •        |          |            |          |          |          |   |     |              |   |     |
| 3A3 Nuisance Vegetation Control                     |              |          |          | <b>√</b>     |          | •        |            |          |          |          |   |     |              |   |     |
| 3A4 Control of Vegetation Obstructions              |              | <b>✓</b> |          |              |          | •        |            |          |          |          |   |     |              |   |     |
| Group - 4 Bridge and Urban Tunnel Maintenance       | and Op       | eration  | าร       |              |          |          |            |          |          |          |   |     |              |   |     |
| 4A1 Bridge Deck Repair                              |              |          | <b>√</b> |              |          | 0        |            |          |          |          |   |     |              |   |     |
| 4A2 Structural Bridge Repair                        | <b>√</b>     |          |          |              |          |          |            | •        |          |          |   |     |              |   |     |
| 4A3 Bridge Cleaning                                 |              |          |          |              | <b>✓</b> |          |            | •        |          |          |   |     |              |   |     |
| Group - 5 Snow and Ice Control Operations           |              |          |          |              |          |          |            |          |          |          |   |     |              |   |     |
| 5B1 Snow and Ice Control Operations                 |              |          | •        | $\checkmark$ |          |          |            |          |          |          |   |     |              |   |     |
| Group - 6 Traffic Control Maintenance and Opera     | tions        |          |          |              |          |          |            |          |          |          |   |     |              |   |     |
| 6A1 Pavement Striping Maintenance                   |              |          |          |              |          |          | •          |          | <b>√</b> |          |   |     |              |   |     |
| 6A2 Raised/Recessed Pavement Marker Maint.          | <b>√</b>     |          |          |              | •        |          |            |          |          |          |   |     |              |   |     |
| 6A3 Pavement Marking Maintenance                    |              |          |          |              |          |          |            |          | •        | <b>√</b> |   |     |              |   |     |
| 6A4 Regulatory Sign Maintenance                     |              |          |          |              |          |          | <b>√</b> ⊙ |          |          |          |   |     |              |   |     |
| 6A5 Guide Sign Maintenance                          |              |          | <b>✓</b> |              |          | •        |            |          |          |          |   |     |              |   |     |
| 6A6 Guidepost Maintenance                           |              |          |          |              |          |          |            |          | •        | <b>√</b> |   |     |              |   |     |
| 6A7 Guardrail Maintenance                           |              | •        |          |              | <b>√</b> |          |            |          |          |          |   |     |              |   |     |
| 6B1 Traffic Signal Systems                          |              |          |          |              |          |          | •          | <b>✓</b> |          |          |   |     |              |   |     |
| 6B2 Highway Lighting Systems                        |              |          |          | •            |          |          |            |          |          | <b>✓</b> |   |     |              |   |     |
| 6B3 Intelligent Transportation Systems              |              |          | <b>✓</b> |              |          | 0        |            |          |          |          |   |     |              |   |     |
| Group - 7 Rest Area Operations                      |              |          |          |              |          |          |            |          |          |          |   |     |              |   |     |
| 7B1 Rest Area Operations                            |              |          |          |              | •        | <b>√</b> |            |          |          |          |   |     |              |   |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 1 - CY 2008

|  | 1.0       |          | 1.9 | 2.0 |              | 2.9 | 3.0 |          | 3.9      | 4.0      |              | 4.9 | 5.0 |   | 5.9 |
|--|-----------|----------|-----|-----|--------------|-----|-----|----------|----------|----------|--------------|-----|-----|---|-----|
| Activity   |           | Α        | 1.9 |     | В            | 2.9 |     | С        | 3.9      |          | D            | 4.9 | 3.0 | - | 3.9 |
| ,  | +         | A        | •   | +   | В            | -   | +   | C        | •        | +        | ט            | •   | +   |   | •   |
| Group - 1 Roadway Maintenance and Operation                            | 15        |          | ſ   |     | <b>√</b> ⊙   |     |     |          | l        |          |              |     |     |   |     |
| 1A1 Pavement Patching, Repair & Crack Sealing 1A3 Shoulder Maintenance |           |          |     |     | <b>V</b> (5) | 0   |     |          |          |          |              |     |     |   |     |
|  | V         |          |     |     |              | U   |     |          |          |          |              |     |     |   |     |
| 1A4 Sweeping and Cleaning  | V         |          |     | •   |              |     |     |          |          |          |              |     |     |   |     |
| 1B1 Safety Patrol  |           |          |     |     | ✓            |     | •   |          |          |          |              |     |     |   |     |
| <b>Group - 2 Drainage Maintenance and Slope Rep</b>                    | oair      |          |     |     |              |     |     |          |          |          |              |     |     |   |     |
| 2A1 Maintain Ditches   |           |          |     | >   | •            |     |     |          |          |          |              |     |     |   |     |
| 2A2 Maintain Culverts  |           |          |     |     |              |     |     | •        | <b>√</b> |          |              |     |     |   |     |
| 2A3 Maintain Catch Basins and Inlets                                   |           |          |     |     | •            |     |     | <b>√</b> |          |          |              |     |     |   |     |
| 2A5 Slope Repair   | <b>✓</b>  |          |     |     | •            |     |     |          |          |          |              |     |     |   |     |
| Group - 3 Roadside and Vegetation Managemer                            | nt        |          | -   |     | •            | •   | •   |          | •        | -        |              | •   |     |   |     |
| 3A1 Litter Pickup  |           |          |     |     |              |     |     |          | •        |          | $\checkmark$ |     |     |   |     |
| 3A2 Noxious Weed Control   |           | <b>√</b> |     |     | •            |     |     |          |          |          |              |     |     |   |     |
| 3A3 Nuisance Vegetation Control  |           | <b>√</b> |     |     |              | 0   |     |          |          |          |              |     |     |   |     |
| 3A4 Control of Vegetation Obstructions                                 | <b>√</b>  |          |     |     |              | •   |     |          |          |          |              |     |     |   |     |
| Group - 4 Bridge and Urban Tunnel Maintenanc                           | e and Ope | eratior  | าร  |     |              |     |     |          |          |          |              |     |     |   |     |
| 4A3 Bridge Cleaning  |           |          |     |     | <b>✓</b>     |     |     | •        |          |          |              |     |     |   |     |
| Group - 5 Snow and Ice Control Operations                              |           |          |     |     |              |     |     |          |          |          |              |     |     |   |     |
| 5B1 Snow and Ice Control Operations                                    |           | <b>✓</b> | 0   |     |              |     |     |          |          |          |              |     |     |   |     |
| Group - 6 Traffic Control Maintenance and Oper                         | rations   |          |     |     |              |     |     |          |          |          |              |     |     |   |     |
| 6A2 Raised/Recessed Pavement Marker Maint.                             |           |          |     | ✓   | 0            |     |     |          |          |          |              |     |     |   |     |
| 6A3 Pavement Marking Maintenance                                       |           |          |     |     |              |     |     | <b>√</b> | 0        |          |              |     |     |   |     |
| 6A6 Guidepost Maintenance  |           |          |     |     |              |     |     |          | •        | <b>✓</b> |              |     |     |   |     |
| OAO Guidepost Maintenance  |           |          |     |     |              |     |     |          |          |          |              |     |     |   |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 1 Section 1 - CY 2008

|   | 1.0          |          | 1.9      | 2.0 |          | 2.9      | 3.0 |          | 3.9      | 4.0 |          | 4.9 | 5.0 |   | 5.9 |
|---|--------------|----------|----------|-----|----------|----------|-----|----------|----------|-----|----------|-----|-----|---|-----|
| Activity  | <b>┤</b> '." | Α        | 1.3      | 2.0 | В        | 2.3      | 3.0 | С        | 5.5      | 4.0 | D        |     |     | - | 5.9 |
| Group - 1 Roadway Maintenance and Operations    | -            |          | -        | Ŧ   | В        |          | Т   | <u> </u> |          | Т   | ע        | -   | -   |   |     |
| 1A1 Pavement Patching, Repair & Crack Sealing   | <del>)</del> |          |          |     | √⊙       |          |     |          |          |     |          |     |     |   |     |
| 1A3 Shoulder Maintenance                        | 1            |          |          |     |          | •        |     |          |          |     |          |     |     |   |     |
| 1A4 Sweeping and Cleaning                       | <b>V</b>     |          |          | •   |          | <u> </u> |     |          |          |     |          |     |     |   |     |
| 1B1 Safety Patrol                               |              |          |          |     | <b>V</b> |          | •   |          |          |     |          |     |     |   |     |
| Group - 2 Drainage Maintenance and Slope Repa   | nir          |          |          |     |          |          |     |          |          |     |          |     |     |   |     |
| 2A1 Maintain Ditches                            | <b>1</b>     |          |          |     | •        |          |     |          |          |     |          |     |     |   |     |
| 2A2 Maintain Culverts                           |              |          |          |     |          |          |     | •        | <b>✓</b> |     |          |     |     |   |     |
| 2A3 Maintain Catch Basins and Inlets            |              |          | <b>√</b> |     | •        |          |     |          |          |     |          |     |     |   |     |
| 2A5 Slope Repair                                | <b>✓</b>     |          |          |     | •        |          |     |          |          |     |          |     |     |   |     |
| Group - 3 Roadside and Vegetation Management    | <br>:        | -        |          |     | -        | -        | -   |          | _        | -   |          |     |     |   |     |
| 3A1 Litter Pickup                               |              |          |          |     |          |          |     |          | •        |     | <b>√</b> |     |     |   |     |
| 3A2 Noxious Weed Control                        |              | <b>√</b> |          |     | •        |          |     |          |          |     |          |     |     |   |     |
| 3A3 Nuisance Vegetation Control                 |              | <b>√</b> |          |     |          | 0        |     |          |          |     |          |     |     |   |     |
| 3A4 Control of Vegetation Obstructions          | <b>√</b>     |          |          |     |          | •        |     |          |          |     |          |     |     |   |     |
| Group - 5 Snow and Ice Control Operations       |              |          |          |     |          |          |     |          |          |     |          |     |     |   |     |
| 5B1 Snow and Ice Control Operations             |              | <b>√</b> | •        |     |          |          |     |          |          |     |          |     |     |   |     |
| Group - 6 Traffic Control Maintenance and Opera | ations       |          |          |     |          |          |     |          |          |     |          |     |     |   |     |
| 6A2 Raised/Recessed Pavement Marker Maint.      |              | <b>V</b> |          |     | •        |          |     |          |          |     |          |     |     |   |     |
| 6A3 Pavement Marking Maintenance                |              |          |          |     |          |          |     | <b>√</b> | •        |     |          |     |     |   |     |
| 6A6 Guidepost Maintenance                       |              |          |          |     |          |          |     | <b>√</b> | •        |     |          |     |     |   |     |
| 6A7 Guardrail Maintenance                       | <b>√</b>     | 0        |          |     |          |          |     |          |          |     |          |     |     |   |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 1 Section 2 - CY 2008

|   | 1.0      |          | 1.9 | 2.0      |            | 2.9 | 3.0      |          | 3.9 | 4.0      |   | 4.9      | 5.0          |   | 5.9 |
|---|----------|----------|-----|----------|------------|-----|----------|----------|-----|----------|---|----------|--------------|---|-----|
| Activity  | <b>-</b> | Α        | -   | +        | В          | -   | +        | С        | -   | +        | D | -        | +            | F | _   |
| Group - 1 Roadway Maintenance and Operations    | ;        |          |     |          |            |     |          | -        |     |          |   |          |              |   |     |
| 1A1 Pavement Patching, Repair & Crack Sealing   |          | <b>✓</b> |     |          | •          |     |          |          |     |          |   |          |              |   |     |
| 1A3 Shoulder Maintenance                        |          |          |     | <b>√</b> |            | •   |          |          |     |          |   |          |              |   |     |
| 1A4 Sweeping and Cleaning                       | <b>√</b> |          |     | 0        |            |     |          |          |     |          |   |          |              |   |     |
| 1B1 Safety Patrol                               |          |          |     |          | <b>✓</b>   |     | 0        |          |     |          |   |          |              |   |     |
| Group - 2 Drainage Maintenance and Slope Repa   | ir.      | -        |     | -        |            | -   | -        | <u>-</u> | -   | -        |   |          | -            |   | -   |
| 2A1 Maintain Ditches                            |          |          |     |          | •          |     | <b>√</b> |          |     |          |   |          |              |   |     |
| 2A2 Maintain Culverts                           |          |          |     |          |            |     |          | √⊙       |     |          |   |          |              |   |     |
| 2A3 Maintain Catch Basins and Inlets            |          |          |     |          | •          |     |          |          |     |          |   | <b>√</b> |              |   |     |
| 2A5 Slope Repair                                | <b>√</b> |          |     |          | •          |     |          |          |     |          |   |          |              |   |     |
| Group - 3 Roadside and Vegetation Management    | 1        | -        |     | <u>-</u> | <u>-</u>   | •   | <u> </u> | =        | •   | <u> </u> | = |          |              | _ |     |
| 3A1 Litter Pickup                               |          |          |     |          |            |     |          |          | •   | <b>✓</b> |   |          |              |   |     |
| 3A2 Noxious Weed Control                        |          |          |     | <b>√</b> | •          |     |          |          |     |          |   |          |              |   |     |
| 3A3 Nuisance Vegetation Control                 |          | <b>√</b> |     |          |            | •   |          |          |     |          |   |          |              |   |     |
| 3A4 Control of Vegetation Obstructions          | <b>✓</b> |          |     |          |            | 0   |          |          |     |          |   |          |              |   |     |
| Group - 5 Snow and Ice Control Operations       |          |          |     |          |            |     |          |          |     |          |   |          |              |   |     |
| 5B1 Snow and Ice Control Operations             |          | <b>✓</b> | 0   |          |            |     |          |          |     |          |   |          |              |   |     |
| Group - 6 Traffic Control Maintenance and Opera | ations   |          |     |          |            |     |          |          |     |          |   |          |              |   |     |
| 6A2 Raised/Recessed Pavement Marker Maint.      |          |          |     |          | <b>√</b> ⊙ |     |          |          |     |          |   |          |              |   |     |
| 6A3 Pavement Marking Maintenance                | <b>✓</b> |          |     |          |            |     |          |          | •   |          |   |          |              |   |     |
| 6A6 Guidepost Maintenance                       |          |          |     |          |            |     |          |          | •   |          |   |          | <b>√</b>     |   |     |
| 6A7 Guardrail Maintenance                       |          | •        |     |          |            |     |          |          |     |          |   |          | $\checkmark$ |   |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 2 - CY 2008

|   | 1.0      |          | 1.9 | 2.0      |            | 2.9      | 3.0 |   | 3.9 | 4.0 |              | 4.9 | 5.0          |              | 5.9 |
|---|----------|----------|-----|----------|------------|----------|-----|---|-----|-----|--------------|-----|--------------|--------------|-----|
| Activity  | _        |          | 1.3 |          | ь          | 2.9      |     | С | 3.9 |     | _            | 4.3 | 3.0          | -            | 3.9 |
| Activity  | +        | Α        | -   | +        | В          | •        | +   | C | •   | +   | D            | •   | +            |              | •   |
| Group - 1 Roadway Maintenance and Operations    | 3        |          | 1   | ı        |            |          | 1   | 1 | 1   | 1   |              | 1   |              |              |     |
| 1A1 Pavement Patching, Repair & Crack Sealing   |          |          |     |          | •          |          |     |   |     |     | <b>V</b>     |     |              |              |     |
| 1A3 Shoulder Maintenance                        |          | ✓        |     |          |            | •        |     |   |     |     |              |     |              |              |     |
| 1A4 Sweeping and Cleaning                       | ✓        |          |     | •        |            |          |     |   |     |     |              |     |              |              |     |
| 1B1 Safety Patrol                               |          |          |     |          |            |          | •   |   |     |     | $\checkmark$ |     |              |              |     |
| Group - 2 Drainage Maintenance and Slope Repa   | air      |          |     |          |            |          |     |   |     |     |              |     |              |              |     |
| 2A1 Maintain Ditches                            |          | <b>✓</b> |     |          | 0          |          |     |   |     |     |              |     |              |              |     |
| 2A2 Maintain Culverts                           |          |          |     |          |            |          |     | • |     |     |              |     |              | $\checkmark$ |     |
| 2A3 Maintain Catch Basins and Inlets            |          |          |     |          | •          | <b>√</b> |     |   |     |     |              |     |              |              |     |
| 2A5 Slope Repair                                |          |          |     |          | <b>√</b> ⊙ |          |     |   |     |     |              |     |              |              |     |
| Group - 3 Roadside and Vegetation Management    | t        | -        | -   |          |            |          | -   |   | •   | -   |              | •   |              | •            | •   |
| 3A1 Litter Pickup                               |          |          |     |          |            |          |     |   | •   |     | $\checkmark$ |     |              |              |     |
| 3A2 Noxious Weed Control                        | <b>√</b> |          |     |          | •          |          |     |   |     |     |              |     |              |              |     |
| 3A3 Nuisance Vegetation Control                 |          |          |     |          | <b>√</b>   | •        |     |   |     |     |              |     |              |              |     |
| 3A4 Control of Vegetation Obstructions          | <b>✓</b> |          |     |          |            | •        |     |   |     |     |              |     |              |              |     |
| Group - 4 Bridge and Urban Tunnel Maintenance   | and Op   | eratior  | าร  |          |            |          |     |   |     |     |              |     |              |              |     |
| 4A3 Bridge Cleaning                             |          |          |     | <b>√</b> |            |          |     | • |     |     |              |     |              |              |     |
| Group - 5 Snow and Ice Control Operations       |          |          |     |          |            |          |     |   |     |     |              |     |              |              |     |
| 5B1 Snow and Ice Control Operations             |          | <b>✓</b> | 0   |          |            |          |     |   |     |     |              |     |              |              |     |
| Group - 6 Traffic Control Maintenance and Opera | ations   |          |     |          |            |          |     |   |     |     |              |     |              |              |     |
| 6A2 Raised/Recessed Pavement Marker Maint.      | <b>✓</b> |          |     |          | •          |          |     |   |     |     |              |     |              |              |     |
| 6A3 Pavement Marking Maintenance                |          |          |     |          |            |          |     |   | •   |     |              |     | $\checkmark$ |              |     |
| 6A6 Guidepost Maintenance                       |          |          |     |          |            |          |     |   | •   |     |              |     | $\checkmark$ |              |     |
| 6A7 Guardrail Maintenance                       | 1        | •        |     |          |            |          |     |   |     |     |              |     |              |              |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 2 Section 1 - CY 2008

|  | 1.0          |          | 1.9      | 2.0      |   | 2.9 | 3.0      |   | 3.9      | 4.0 |              | 4.9 | 5.0 |              | 5.9      |
|--|--------------|----------|----------|----------|---|-----|----------|---|----------|-----|--------------|-----|-----|--------------|----------|
| A . C C.   | 1.0          |          | 1.9      | 2.0      | _ | 2.9 | 3.0      | • | 3.9      | 4.0 |              | 4.9 | 5.0 | _            | 5.9      |
| Activity   | +            | Α        | -        | +        | В | -   | +        | С | -        | +   | D            | -   |     | <u> </u>     | -        |
| Group - 1 Roadway Maintenance and Operations     | 1            |          |          |          |   |     |          | 1 | T        |     |              |     |     |              |          |
| 1A1 Pavement Patching, Repair & Crack Sealing    |              |          |          |          | • |     |          |   |          |     | ✓            |     |     |              |          |
| 1A3 Shoulder Maintenance                         |              |          |          |          |   | •   |          |   |          |     | ✓            |     |     |              |          |
| 1A4 Sweeping and Cleaning                        |              | <b>✓</b> |          | •        |   |     |          |   |          |     |              |     |     |              |          |
| 1B1 Safety Patrol                                |              |          |          |          |   |     | •        |   |          |     | <b>✓</b>     |     |     | ļ            |          |
| Group - 2 Drainage Maintenance and Slope Repair  |              | •        | •        | <u>-</u> |   |     | <u>-</u> | = | <u>-</u> | •   | <u>=</u>     |     |     |              | -        |
| 2A1 Maintain Ditches                             |              |          | <b>V</b> |          | • |     |          |   |          |     |              |     |     |              |          |
| 2A2 Maintain Culverts                            |              |          |          |          |   |     |          | • |          |     |              |     |     |              | <b>✓</b> |
| 2A3 Maintain Catch Basins and Inlets             |              |          |          |          | • |     |          |   |          |     | <b>√</b>     |     |     |              |          |
| 2A5 Slope Repair                                 | <b>√</b>     |          |          |          | • |     |          |   |          |     |              |     |     |              |          |
| Group - 3 Roadside and Vegetation Management     | •            |          | •        |          |   |     |          |   | •        |     |              | •   |     |              |          |
| 3A1 Litter Pickup                                |              |          |          |          |   |     |          |   | 0        |     | $\checkmark$ |     |     |              |          |
| 3A2 Noxious Weed Control                         |              | <b>√</b> |          |          | • |     |          |   |          |     |              |     |     |              |          |
| 3A3 Nuisance Vegetation Control                  |              |          |          |          |   | •   |          |   | <b>√</b> |     |              |     |     |              |          |
| 3A4 Control of Vegetation Obstructions           | <b>√</b>     |          |          |          |   | •   |          |   |          |     |              |     |     |              |          |
| Group - 5 Snow and Ice Control Operations        |              |          |          |          |   |     |          |   |          |     |              |     |     |              |          |
| 5B1 Snow and Ice Control Operations              |              | <b>√</b> | •        |          |   |     |          |   |          |     |              |     |     |              |          |
| Group - 6 Traffic Control Maintenance and Operat | ions         |          |          |          |   |     |          |   |          |     |              |     |     |              |          |
| 6A2 Raised/Recessed Pavement Marker Maint.       | $\checkmark$ |          |          |          | • |     |          |   |          |     |              |     |     |              |          |
| 6A3 Pavement Marking Maintenance                 | <b>√</b>     |          |          |          |   |     |          |   | 0        |     |              |     |     |              |          |
| 6A6 Guidepost Maintenance                        |              |          |          |          |   |     |          |   | •        |     |              |     |     | $\checkmark$ |          |
| 6A7 Guardrail Maintenance                        | ✓            | •        |          |          |   |     |          |   |          |     |              |     |     |              |          |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 2 Section 2 - CY 2008

|  | 1.0      |          | 1.9 | 2.0 |          | 2.9 | 3.0 |          | 3.9 | 4.0      |          | 4.9 | 5.0      |   | 5.9 |
|--|----------|----------|-----|-----|----------|-----|-----|----------|-----|----------|----------|-----|----------|---|-----|
| Activity   | 1        | Α        | -   | 0   | В        |     | +   | С        | -   | 1.0      | D        |     |          | F | -   |
| Group - 1 Roadway Maintenance and Operations     |          |          |     | •   |          |     | •   |          |     | •        |          |     | •        |   |     |
| 1A1 Pavement Patching, Repair & Crack Sealing    |          |          |     |     | •        |     |     |          |     |          | <b>√</b> |     |          |   |     |
| 1A3 Shoulder Maintenance                         | <b>✓</b> |          |     |     |          | 0   |     |          |     |          |          |     |          |   |     |
| 1A4 Sweeping and Cleaning                        | <b>✓</b> |          |     | 0   |          |     |     |          |     |          |          |     |          |   |     |
| 1B1 Safety Patrol                                |          |          |     |     |          |     | •   |          |     |          | <b>✓</b> |     |          |   |     |
| Group - 2 Drainage Maintenance and Slope Repai   | r        |          |     |     |          |     |     |          |     |          |          |     |          |   |     |
| 2A1 Maintain Ditches                             | <b>✓</b> |          |     |     | 0        |     |     |          |     |          |          |     |          |   |     |
| 2A2 Maintain Culverts                            |          |          |     |     |          |     |     | •        |     |          | <b>✓</b> |     |          |   |     |
| 2A3 Maintain Catch Basins and Inlets             | <b>✓</b> |          |     |     | •        |     |     |          |     |          |          |     |          |   |     |
| 2A5 Slope Repair                                 |          |          |     |     | •        |     |     | <b>√</b> |     |          |          |     |          |   |     |
| Group - 3 Roadside and Vegetation Management     |          | -        | -   | -   |          |     |     |          | -   | -        |          |     |          |   |     |
| 3A1 Litter Pickup                                |          |          |     |     |          |     |     |          | 0   | <b>✓</b> |          |     |          |   |     |
| 3A2 Noxious Weed Control                         | <b>✓</b> |          |     |     | •        |     |     |          |     |          |          |     |          |   |     |
| 3A3 Nuisance Vegetation Control                  |          |          |     |     | <b>✓</b> | •   |     |          |     |          |          |     |          |   |     |
| 3A4 Control of Vegetation Obstructions           | <b>✓</b> |          |     |     |          | 0   |     |          |     |          |          |     |          |   |     |
| Group - 5 Snow and Ice Control Operations        | -        | -        | -   | -   |          |     |     |          | -   | -        |          |     |          |   |     |
| 5B1 Snow and Ice Control Operations              |          | <b>✓</b> | •   |     |          |     |     |          |     |          |          |     |          |   |     |
| Group - 6 Traffic Control Maintenance and Operat | ions     |          |     |     |          |     |     |          |     |          |          |     |          |   |     |
| 6A2 Raised/Recessed Pavement Marker Maint.       | <b>✓</b> |          |     |     | •        |     |     |          |     |          |          |     |          |   |     |
| 6A3 Pavement Marking Maintenance                 |          |          |     |     |          |     |     |          | •   |          |          |     | <b>√</b> |   |     |
| 6A6 Guidepost Maintenance                        |          |          |     |     |          |     |     |          | •   |          | <b>√</b> |     |          |   |     |
| 6A7 Guardrail Maintenance                        | <b>✓</b> | •        |     |     |          |     |     |          |     |          |          |     |          |   |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 3 - CY 2008

|   | 1.0          |               | 1.9 | 2.0      |              | 2.9 | 3.0      |          | 3.9        | 4.0      |          | 4.9 | 5.0 |              | 5.9 |
|---|--------------|---------------|-----|----------|--------------|-----|----------|----------|------------|----------|----------|-----|-----|--------------|-----|
| Activity  | +            | Α             | -   | +        | В            | -   | +        | С        | -          | +        | D        | -   | +   | F            | -   |
| <b>Group - 1 Roadway Maintenance and Operations</b> |              |               |     |          |              |     |          |          |            |          |          |     |     |              |     |
| 1A1 Pavement Patching, Repair & Crack Sealing       |              |               |     |          | •            |     |          | <b>\</b> |            |          |          |     |     |              |     |
| 1A3 Shoulder Maintenance                            |              |               |     |          |              | •   |          |          |            | <b>\</b> |          |     |     |              |     |
| 1A4 Sweeping and Cleaning                           | $\checkmark$ |               |     | 0        |              |     |          |          |            |          |          |     |     |              |     |
| 1B1 Safety Patrol                                   |              |               |     |          |              |     | •        |          |            |          | <b>√</b> |     |     |              |     |
| Group - 2 Drainage Maintenance and Slope Repa       | ir           | •             | •   | <u>-</u> | ='           | _   | <u>-</u> | ='       |            | _        | •        |     | ,   |              |     |
| 2A1 Maintain Ditches                                |              |               |     |          | √⊙           |     |          |          |            |          |          |     |     |              |     |
| 2A2 Maintain Culverts                               |              |               |     |          |              |     |          | •        |            |          |          |     |     | $\checkmark$ |     |
| 2A3 Maintain Catch Basins and Inlets                |              |               |     |          | •            |     |          |          |            | <b>✓</b> |          |     |     |              |     |
| 2A5 Slope Repair                                    |              | $\overline{}$ |     |          | •            |     |          |          |            |          |          |     |     |              |     |
| Group - 3 Roadside and Vegetation Management        |              | -             | _   | -        |              |     | -        |          |            |          | -        | -   |     |              |     |
| 3A1 Litter Pickup                                   |              |               |     |          |              |     |          |          | <b>√</b> ⊙ |          |          |     |     |              |     |
| 3A2 Noxious Weed Control                            |              |               |     | <b>✓</b> | •            |     |          |          |            |          |          |     |     |              |     |
| 3A3 Nuisance Vegetation Control                     |              |               |     |          |              | •   | <b>√</b> |          |            |          |          |     |     |              |     |
| 3A4 Control of Vegetation Obstructions              |              |               |     | <b>√</b> |              | •   |          |          |            |          |          |     |     |              |     |
| Group - 4 Bridge and Urban Tunnel Maintenance       | and Op       | eratior       | าร  |          |              |     |          |          |            |          |          |     |     |              |     |
| 4A3 Bridge Cleaning                                 |              |               |     |          | <b>√</b>     |     |          | •        |            |          |          |     |     |              |     |
| Group - 5 Snow and Ice Control Operations           |              |               |     |          |              |     |          |          |            |          |          |     |     |              |     |
| 5B1 Snow and Ice Control Operations                 |              |               | •   |          |              |     | <b>√</b> |          |            |          |          |     |     |              |     |
| Group - 6 Traffic Control Maintenance and Opera     | tions        |               |     |          |              |     |          |          |            |          |          |     |     |              |     |
| 6A2 Raised/Recessed Pavement Marker Maint.          | <b>√</b>     |               |     |          | •            |     |          |          |            |          |          |     |     |              |     |
| 6A3 Pavement Marking Maintenance                    |              |               |     |          |              |     |          | <b>√</b> | •          |          |          |     |     |              |     |
| 6A6 Guidepost Maintenance                           |              |               |     |          |              |     |          | <b>√</b> | •          |          |          |     |     |              |     |
| 6A7 Guardrail Maintenance                           |              | •             |     |          | $\checkmark$ |     |          |          |            |          |          |     |     |              |     |

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- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

# Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 3 Section 1 - CY 2008

|   | 1.0      |   | 1.9      | 2.0      |          | 2.9        | 3.0          |          | 3.9      | 4.0      |          | 4.9 | 5.0 |   | 5.9      |
|---|----------|---|----------|----------|----------|------------|--------------|----------|----------|----------|----------|-----|-----|---|----------|
| Activity  | 1.0      | Α | 1.3      | 2.0      | В        | 2.9        | 3.0          | С        | 3.3      | 4.0      | D        | 4.5 |     | _ | -        |
| <u> </u>  |          | A | -        | +        | Ь        | -          | +            | C        | •        | +        | ע        | •   | +   |   |          |
| Group - 1 Roadway Maintenance and Operations      | Г        | I | I        | 1        | •        | 1          | ./           |          |          |          |          |     |     |   |          |
| 1A1 Pavement Patching, Repair & Crack Sealing     |          |   |          |          | •        |            | •            |          |          | <b>V</b> |          |     |     |   |          |
| 1A3 Shoulder Maintenance                          | $\vdash$ |   |          |          |          | •          |              |          |          | V        |          |     |     |   |          |
| 1A4 Sweeping and Cleaning                         | ✓        |   |          | •        |          |            |              |          |          |          |          |     |     |   |          |
| 1B1 Safety Patrol                                 |          |   |          |          |          |            | •            |          |          | ✓        |          |     |     |   |          |
| Group - 2 Drainage Maintenance and Slope Repair   | r        |   |          |          |          |            |              |          |          |          |          |     |     |   |          |
| 2A1 Maintain Ditches                              |          |   |          |          | •        |            | $\checkmark$ |          |          |          |          |     |     |   |          |
| 2A2 Maintain Culverts                             |          |   |          |          |          |            |              | •        |          |          |          |     |     |   | <b>√</b> |
| 2A3 Maintain Catch Basins and Inlets              |          |   |          |          | •        |            |              |          | <b>√</b> |          |          |     |     |   |          |
| 2A5 Slope Repair                                  |          |   | <b>√</b> |          | •        |            |              |          |          |          |          |     |     |   |          |
| Group - 3 Roadside and Vegetation Management      | -        |   | -        |          |          |            |              |          |          |          |          |     |     |   |          |
| 3A1 Litter Pickup                                 |          |   |          |          |          |            |              |          | •        |          | <b>√</b> |     |     |   |          |
| 3A2 Noxious Weed Control                          | <b>✓</b> |   |          |          | •        |            |              |          |          |          |          |     |     |   |          |
| 3A3 Nuisance Vegetation Control                   |          |   |          |          |          | <b>√</b> ⊙ |              |          |          |          |          |     |     |   |          |
| 3A4 Control of Vegetation Obstructions            | <b>√</b> |   |          |          |          | •          |              |          |          |          |          |     |     |   |          |
| Group - 5 Snow and Ice Control Operations         |          |   |          |          |          |            |              |          |          |          |          |     |     |   |          |
| 5B1 Snow and Ice Control Operations               |          |   | •        |          | <b>√</b> |            |              |          |          |          |          |     |     |   |          |
| Group - 6 Traffic Control Maintenance and Operati | ions     |   |          |          |          |            |              |          |          |          |          |     |     |   |          |
| 6A2 Raised/Recessed Pavement Marker Maint.        | <b>✓</b> |   |          |          | •        |            |              |          |          |          |          |     |     |   |          |
| 6A3 Pavement Marking Maintenance                  |          |   |          |          | <b>✓</b> |            |              |          | 0        |          |          |     |     |   |          |
| 6A6 Guidepost Maintenance                         |          |   |          |          |          |            |              | <b>√</b> | •        |          |          |     |     |   |          |
| 6A7 Guardrail Maintenance                         |          | • |          | <b>√</b> |          |            |              |          |          |          |          |     |     |   |          |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 3 Section 2 - CY 2008

|  | 1.0      |          | 1.9 | 2.0      |   | 2.9 | 3.0          |          | 3.9 | 4.0      |   | 4.9      | 5.0          |              | 5.9 |
|--|----------|----------|-----|----------|---|-----|--------------|----------|-----|----------|---|----------|--------------|--------------|-----|
| Activity   | +        | Α        | -   | +        | В | -   | +            | С        | -   | +        | D | -        | +            | F            | -   |
| Group - 1 Roadway Maintenance and Operations     |          |          |     |          |   |     |              |          |     |          |   |          |              |              |     |
| 1A1 Pavement Patching, Repair & Crack Sealing    |          |          |     |          | • |     |              | <b>\</b> |     |          |   |          |              |              |     |
| 1A3 Shoulder Maintenance                         |          |          |     |          |   | •   |              | <b>\</b> |     |          |   |          |              |              |     |
| 1A4 Sweeping and Cleaning                        | <b>√</b> |          |     | 0        |   |     |              |          |     |          |   |          |              |              |     |
| 1B1 Safety Patrol                                |          |          |     |          |   |     | •            |          |     |          |   | <b>✓</b> |              |              |     |
| Group - 2 Drainage Maintenance and Slope Repair  | r        |          | •   |          |   | •   |              |          | •   |          |   | •        |              |              |     |
| 2A1 Maintain Ditches                             |          |          |     | <b>✓</b> | • |     |              |          |     |          |   |          |              |              |     |
| 2A2 Maintain Culverts                            |          |          |     |          |   |     |              | •        |     |          |   |          |              | $\checkmark$ |     |
| 2A3 Maintain Catch Basins and Inlets             |          |          |     |          | • |     |              |          |     |          |   |          | $\checkmark$ |              |     |
| 2A5 Slope Repair                                 | <b>√</b> |          |     |          | • |     |              |          |     |          |   |          |              |              |     |
| Group - 3 Roadside and Vegetation Management     |          |          | -   |          |   |     |              |          | -   |          |   |          |              |              |     |
| 3A1 Litter Pickup                                |          |          |     |          |   |     | $\checkmark$ |          | 0   |          |   |          |              |              |     |
| 3A2 Noxious Weed Control                         |          | <b>V</b> |     |          | • |     |              |          |     |          |   |          |              |              |     |
| 3A3 Nuisance Vegetation Control                  |          |          |     |          |   | •   | $\checkmark$ |          |     |          |   |          |              |              |     |
| 3A4 Control of Vegetation Obstructions           | <b>√</b> |          |     |          |   | 0   |              |          |     |          |   |          |              |              |     |
| Group - 5 Snow and Ice Control Operations        |          |          |     |          |   |     |              |          |     |          |   |          |              |              |     |
| 5B1 Snow and Ice Control Operations              |          |          | •   |          |   |     |              | <b>✓</b> |     |          |   |          |              |              |     |
| Group - 6 Traffic Control Maintenance and Operat | ions     |          |     |          |   |     |              |          |     |          |   |          |              |              |     |
| 6A2 Raised/Recessed Pavement Marker Maint.       | ✓        |          |     |          | • |     |              |          |     |          |   |          |              |              |     |
| 6A3 Pavement Marking Maintenance                 |          |          |     |          |   |     |              | <b>√</b> | 0   |          |   |          |              |              |     |
| 6A6 Guidepost Maintenance                        |          |          |     |          |   |     |              |          | •   | <b>√</b> |   |          |              |              |     |
| 6A7 Guardrail Maintenance                        |          | •        |     |          |   |     |              | <b>√</b> |     |          |   |          |              |              |     |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed

## Maintenance Accountability Process Activity Service Level Targets and Service Levels Delivered North Central Area 3 Section 3 - CY 2008

| 1.0      |   | 1.9 | 2.0      |          | 2.9  | 3.0         |               | 3.9             | 4.0             |                     | 4.9  | 5.0                   |                           | 5.9                         |
|----------|---|-----|----------|----------|--|-------------|---------------|-----------------|-----------------|---------------------|--|-----------------------|---------------------------|-----------------------------|
| +        | Α | -   | +        | В        | -  | +           | С             | -               | +               | D                   | -  | +                     | F                         | -                           |
|          |   |     |          |          |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          | •        |  |             | <b>✓</b>      |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          | •  |             |               |                 |                 |                     | $\checkmark$   |                       |                           |                             |
| <b>✓</b> |   |     | 0        |          |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          |  | •           |               |                 |                 | <b>✓</b>            |  |                       |                           |                             |
| •        |   |     |          |          |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     | <b>✓</b> | 0        |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          |  |             | •             |                 |                 | <b>✓</b>            |  |                       |                           |                             |
| <b>√</b> |   |     |          | •        |  |             |               |                 |                 |                     |  |                       |                           |                             |
| ✓        |   |     |          | •        |  |             |               |                 |                 |                     |  |                       |                           |                             |
| =        | 3 | -   |          |          | -  |             |               | •               |                 | -                   |  |                       |                           |                             |
|          |   |     |          |          |  |             | <b>✓</b>      | 0               |                 |                     |  |                       |                           |                             |
|          |   |     |          | •        |  | <b>✓</b>    |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          | •  | <b>✓</b>    |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          | •  | <b>✓</b>    |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          |   | •   |          |          |  | <b>✓</b>    |               |                 |                 |                     |  |                       |                           |                             |
| ions     |   |     |          |          |  |             |               |                 |                 |                     |  |                       |                           |                             |
| <b>√</b> |   |     |          | •        |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          |   |     |          |          |  |             |               | √⊙              |                 |                     |  |                       |                           |                             |
|          |   |     |          | <b>√</b> |  |             |               | 0               |                 |                     |  |                       |                           |                             |
| <b>✓</b> | 0 |     |          |          |  |             |               |                 |                 |                     |  |                       |                           |                             |
|          | r | + A | + A -    | + A - +  | + A - + B  • • • • • • • • • • • • • • • • • • | + A - + B - | + A - + B - + | + A - + B - + C | + A - + B - + C | + A - + B - + C - + | + A - + B - + C - + D  • • • • • • • • • • • • • • • • • • | + A - + B - + C - + D | + A - + B - + C - + D - + | + A - + B - + C - + D - + F |

- Current Law Budget Service Level Commitment achieved
- ✓ 2008 Service Level Delivered
- Current Law Budget Service Level Commitment missed